



1. INITIAL CONTACT

When HCP Office contacts family:

- This is [Name and Title] from [LPHA]
- We received your child's name from [insert] and I'm calling to provide you with some information about HCP Care Coordination.
- May I start by telling you a little bit about the HCP Program and HCP Care Coordination services?

When family contacts HCP Office with questions or concerns that indicate that HCP Care Coordination services may be needed:

- Thank you for your call. Based on your questions/concerns, it may be useful to share some information about our services.

2. ABOUT THE HCP PROGRAM AND HCP CARE COORDINATION SERVICES

- The aim of HCP Care Coordination is to assess the needs of the child/youth and his/her family, empower and support the family in meeting these needs and to improve the coordination of needed care.
- Our program is called "HCP," which stands for "Health Care Program for Children with Special Needs."
- The goal of the HCP Program is to help improve the health, development, and well-being of Colorado's children and youth with special needs.
- Care coordination is a service provided through the HCP Program by the [LPHA].
- Our services are offered free of charge for any child or youth from birth to age 21 who may have special health care needs.
- Children and youth with special health care needs (CYSHCN) are defined as ".....those who have or are at increased risk for a chronic physical, developmental, behavioral, or emotional condition and who also require health and related services of a type or amount beyond that required by children generally."
- HCP Care Coordinators are licensed health professionals employed by [LPHA].
- Through an intake and assessment process with the family, the HCP Care Coordinator learns about the goals, concerns, and strengths of the child/youth and their family.
- The HCP Care Coordinator, the child/youth, and the family will develop an action plan together that takes into consideration the family's goals, concerns and strengths.
- Specific activities of HCP Care Coordination will vary from child to child and from family to family.

3. ASSESS LEVEL OF INTEREST BEFORE CONTINUING

- Do you have any questions for me at this point?
- May I ask you a few questions to see if your child may benefit from HCP Care Coordination services?